

## Contact Information

Resource <b>Prior</b> to ForwardHealth interChange Implementation	Resource <b>After</b> ForwardHealth interChange Implementation
<p><b>Provider Services – For all inquires except pharmacy (BadgerCare Plus, SeniorCare and Medicaid only)</b> <b>608-221-9883/800-947-9627</b></p> <ul style="list-style-type: none"> <li>• Billing, enrollment and policy questions</li> <li>• Member enrollment information</li> <li>• Available 8:30 a.m.-4:30 p.m. Monday, Wednesday-Friday 9:30 a.m.-4:30 p.m. Tuesday</li> </ul> <p><b>Provider Services – For all pharmacy inquiries (BadgerCare Plus, SeniorCare and Medicaid only)</b> <b>608-221-9883/800-947-9627</b></p> <ul style="list-style-type: none"> <li>• Billing, enrollment and policy questions</li> <li>• Member enrollment information</li> <li>• Available 8:30 a.m.-6:00 p.m. Monday, Wednesday-Friday 9:30 a.m.-6:00 p.m. Tuesday</li> </ul> <p><b>Provider Services (WCDP)</b> <b>608-221-3701</b></p> <ul style="list-style-type: none"> <li>• Billing, enrollment and policy questions</li> <li>• Member enrollment information</li> <li>• Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> </ul> <p><b>Provider Services (WWWP)</b> <b>608-221-3846</b></p> <ul style="list-style-type: none"> <li>• Billing, enrollment and policy questions</li> <li>• Member enrollment information</li> <li>• Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> </ul>	<p><b>Provider Services – For all provider inquiries (all programs)</b> <b>800-947-9627</b></p> <ul style="list-style-type: none"> <li>• Billing, prior authorization, enrollment and policy questions</li> <li>• Member enrollment information</li> <li>• Available 7:00 a.m.-6:00 p.m. Monday-Friday</li> </ul>
<p><b>Automated Voice Response</b> <b>608-221-4247/800-947-3544</b></p> <ul style="list-style-type: none"> <li>• Available 24 hours/day, 7 days/week</li> </ul>	<p><b>WiCall</b> <b>800-947-3544</b></p> <ul style="list-style-type: none"> <li>• Available 24 hours/day, 7 days/week</li> </ul>

Resource <b>Prior</b> to ForwardHealth interChange Implementation	Resource <b>After</b> ForwardHealth interChange Implementation
<b>Electronic Data Interchange</b> <b>866-416-4979</b> <ul style="list-style-type: none"> <li>Setting up trading partner profiles, trading partner testing, PES questions, electronic claims submission issues</li> <li>Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> <li>Email questions to <a href="mailto:VEDSWIEDI@wisconsin.gov">VEDSWIEDI@wisconsin.gov</a></li> </ul> <b>Web PA Technical Help Desk</b> <b>608-221-9730</b> <ul style="list-style-type: none"> <li>Web PA technical issues</li> <li>Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> </ul>	<b>Electronic Data Interchange</b> <b>866-416-4979</b> <ul style="list-style-type: none"> <li>Trading Partner support, questions regarding Companion Documents</li> <li>Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> <li>Email questions to <a href="mailto:VEDSWIEDI@wisconsin.gov">VEDSWIEDI@wisconsin.gov</a></li> </ul> <b>ForwardHealth Portal Help Desk</b> <b>866-908-1363</b> <ul style="list-style-type: none"> <li>Password resets, technical issues</li> <li>General ForwardHealth Portal questions</li> <li>Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> </ul>
<b>Written Inquiries – Paper</b> <ul style="list-style-type: none"> <li>Submitted on the Written Correspondence Inquiry form, HCF 1170 (Rev. 08/05)</li> <li>Mail to: <ul style="list-style-type: none"> <li>Wisconsin Medicaid</li> <li>Written Correspondence</li> <li>6406 Bridge Rd</li> <li>Madison WI 53784-0005</li> </ul> </li> </ul>	<b>Written Inquiries – Electronic</b> <ul style="list-style-type: none"> <li>Submitted via the ForwardHealth Portal, “Contact Us” link</li> </ul> <b>Written Inquiries – Paper</b> <ul style="list-style-type: none"> <li>Submitted on the Written Correspondence Inquiry form F-1170 (Rev. 10/08)</li> <li>Mail to: <ul style="list-style-type: none"> <li>ForwardHealth</li> <li>Provider Services Written Correspondence</li> <li>6406 Bridge Rd</li> <li>Madison WI 53784-0005</li> </ul> </li> </ul>
<b>Member Services (BadgerCare Plus and Medicaid)</b> <b>800-362-3002</b> <ul style="list-style-type: none"> <li>Available 7:30 a.m.-5:00 p.m. Monday-Friday</li> </ul> <b>Member Services (WCDP)</b> <b>608-221-3701</b> <ul style="list-style-type: none"> <li>Available 8:30 a.m.-4:30 p.m. Monday-Friday</li> </ul> <b>Member Services (WWWP) - Not currently available</b>	<b>Member Services (all programs except SeniorCare)</b> <b>800-362-3002</b> <ul style="list-style-type: none"> <li>Available 7:00 a.m.-6:00 p.m. Monday-Friday</li> </ul>
<b>Member Services (SeniorCare)</b> <b>800-657-2038</b> Available 7:30 a.m.-5:00 p.m. Monday-Friday	<b>Member Services (SeniorCare)</b> <b>800-657-2038</b> Available 7:00 a.m.-6:00 p.m. Monday-Friday

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<b>Medicaid Managed Care Contract Monitors and Ombudsmen</b> <b>800-760-0001</b> <ul style="list-style-type: none"> <li>Recipient appeals and grievances regarding State Contracted Managed Care Organizations</li> <li>Available 8:00 a.m.-4:30 p.m. Monday-Friday</li> </ul>	<b>ForwardHealth Managed Care Ombudsmen (BadgerCare Plus only)</b> <b>800-760-0001</b> <ul style="list-style-type: none"> <li>Recipient appeals and grievances regarding State-Contracted Managed Care Organizations</li> <li>Available 8:00 a.m.-4:30 p.m. Monday-Friday</li> </ul>
<b>Medicaid and BadgerCare Plus Web Sites</b> <ul style="list-style-type: none"> <li><a href="https://dhs.wisconsin.gov/medicaid/">dhs.wisconsin.gov/medicaid/</a></li> <li><a href="https://dhs.wisconsin.gov/badgercareplus/">dhs.wisconsin.gov/badgercareplus/</a></li> </ul> <b>ForwardHealth Implementation Information Web Site</b> <ul style="list-style-type: none"> <li><a href="https://dhs.wisconsin.gov/forwardhealth/">dhs.wisconsin.gov/forwardhealth/</a></li> </ul> <b>ForwardHealth Portal Web Site – Trading Partners only</b> <ul style="list-style-type: none"> <li><a href="https://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a></li> </ul>	<b>ForwardHealth Portal Web Site – Providers, Trading Partners, Partners, HMOs</b> <ul style="list-style-type: none"> <li><a href="https://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a></li> </ul> <b>ForwardHealth Portal Web Site – Members</b> <ul style="list-style-type: none"> <li><a href="https://www.forwardhealth.wi.gov/members">www.forwardhealth.wi.gov/members</a></li> </ul>
<b>Webcasts</b> <ul style="list-style-type: none"> <li><a href="https://dhs.wisconsin.gov/forwardhealth/">dhs.wisconsin.gov/forwardhealth/</a></li> </ul>	<b>Webcasts</b> <ul style="list-style-type: none"> <li><a href="https://www.forwardhealth.wi.gov/">www.forwardhealth.wi.gov/</a></li> </ul>